



November 5, 2004

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**ICEMILLER**  
LEGAL & BUSINESS ADVISORS

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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

I hereby certify that this paper or fee is being deposited with the United States Postal Service as first class mail in an envelope addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

11-5-04  
(Date of Deposit)

Suzanne Gibbs  
Printed or Typed Name of the Person Signing the Certificate

Suzanne Gibbs  
Signature

Re:	Applicant:	Walker Information
	Inventors:	Shoemaker, et al.
	Invention:	CUSTOMER RELATIONSHIP MEASUREMENT AND MANAGEMENT SYSTEM AND METHOD
	Serial No.:	09/896,960
	Filed:	June 29, 2001
	Our File No.:	P00494-US-1 (11049.0013)

**OFFICE OF INITIAL PATENT EXAMINATION - STATUS INQUIRY**

Dear Sir/Madam:

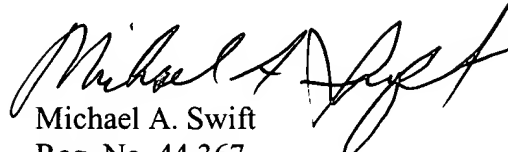
On September 12, 2003, we received a Notice of Publication of Application for the above-referenced patent application. On May 14, 2004 we mailed a Status Inquiry letter to the Patent and Trademark Office. Because we have not yet received any further communications from you, such as an Office Action, we ask your assistance in verifying the status of this application.

November 5, 2004

Should there be any questions regarding this matter, please contact the undersigned at (317) 236-2449.

Respectfully submitted,

ICE MILLER



Michael A. Swift  
Reg. No. 44,367

MAS/ckm  
Enclosure: Return Postcard  
cc: Mark Winzenread  
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